WILLIAM JEANES MEMORIAL LIBRARY

Operations and Public Relations Manager

Status: Fulltime, Exempt, 35 hours a week
Reports to: The Library Director

The Operations and Public Relations Manager works under the direction of the Library Director to ensure the efficient day-to-day operation of the various processes and the high quality of services provided to library users, the community, volunteers, Board, Friends, and staff. The Manager’s primary duties include office management, facilities management, public relations, fundraising, database management, outreach, and staff supervision. The OPR Manager is a member of the Library’s supervisory team.

Schedule: 35 hours a week. Primarily Monday to Friday, 9 to 5, with Saturdays required on a rotating basis (currently every 7 weeks.) The position includes weeknights and weekends as needed (currently once a month), and requires flexibility from week to week as the Library requires. There will be Outreach required on weekends throughout the year (currently 3 or 4 times a year.)

PRIMARY DUTIES (include but are not limited to)

Administrative Tasks:
- Provides all manner of clerical support for Director including correspondence and communications. Reports facility issues and manages facility maintenance and repairs. Maintains fundraising database and writes thank you letters for cash donations and memorial and in honor of book donations. Directs library marketing and public relations efforts, aids in the preparation of annual reports, and writes and maintains grant proposals as needed.

General Library Duties:
- Provides customer service at the circulation and reference desk as needed.
- Answers phone calls, email and in-person questions about library services, programs and materials.

Volunteer Manager:
- Manages adult volunteers, including reviewing applications, training, retraining where necessary, assigning duties, and following up. This will include contact with outside organizations and caregivers.

Public Relations:
- Creates and maintains a schedule of publicity for the Library using various online tools, site, and staff to promote the Library and its services. Works with relevant staff to prepare materials for submission in a timely manner, allowing for review and revision.
- Contacts media in advance of key events and is the point person on all press releases. Stays current with contacts in the media, changing formats, and needs. Coordinates the Library’s social media accounts as needed.
- Comfortable speaking to large groups in public, introducing speakers and staff, and has an “elevator speech” about Library services and needs ready to go at all times!

Supervisor:
• Participates in Supervisor meetings, discussions, policy committees, and other business related to the management of the Library staff and facility. Follow-through is expected.
• Maintains records, creates reports, conducts follow-up where needed.
• Rotates through after-hours programs such as Connecting Exceptional People, an award-winning social series for Young Adults with special needs, ages 16 and up. This will require attendance at their monthly social on Friday nights, interacting with patrons with a wide range of needs and abilities, communicating policy where needed, and acting as back-up to the manager of the program, the Teen Librarian.
• Promotes the Library in a positive light through all interactions with patrons, users, and the community at large.
• Seeks opportunities to promote the Library.

Other duties as assigned.

EXPERIENCE REQUIRED:

• Prior experience in office administration and/or Associates or Bachelor's degree in relevant field.
• Experience working with the public in a customer service setting, in a non-profit organization, or with libraries preferred.
• Experience working with special needs adults and children a plus.
• Any equivalent experience and training that provides the required knowledge, skills and abilities.
• Experience with Microsoft Word, Outlook, Excel, and Google Drive is required.
• Experience with Donor Perfect and Polaris ILS is preferred.
• New employees are required to have or pass a current Pennsylvania Child Abuse History Clearance, PA State Police Criminal Record Check, and FBI Background check.
Employment is contingent upon completion of the PA State Mandated Reporter Training within 30 days of hire.

Knowledge and Skills Required:

• Knowledge of the responsibilities required of an administrative assistant.
• Knowledge of library services and/or nonprofit operations preferred.
• Knowledge of and interest in books.
• Excellent organizational and communication skills.
• Excellent computer software skills.
• Comfortable performing activities on a variety of devices, including smartphones, tablets, etc.
• Good math skills.
• Basic mechanical skills for troubleshooting equipment.

Abilities Required:

• Able to communicate professionally and effectively in person, on the phone, and in writing.
• Self-motivated, able to work autonomously, and anticipate what is needed.
• Able to deal tactfully and confidentially with library staff and the public.
• Able to prioritize workload.
• Able to input data and record information with accuracy and attention to detail.
• Flexible and adaptable to a demanding and fast-paced work environment.
Operations and Public Relations Manager Job Description

- Stamina and physical ability to repeatedly lift, carry and shelve books and to set up chairs and tables.
- Reasonable accommodation may be made to enable individuals with disabilities to perform this position.

General Requirements for All WJN Library Employees
- Ability to project professional workplace image of specific job title
- Ability to adapt to change
- Ability to learn new computer skills, programs and interfaces
- Ability to develop and maintain positive working relationships
- Ability to comprehend and follow library policies and procedures
- Ability to deal with the public cheerfully and courteously.
- Ability to develop an awareness of library-wide operations
- Ability to exercise good judgment at all times
- Ability to meet physical requirements of specific job title
- Ability to adhere to the American Library Association’s Code of Ethics [http://www.ala.org/tools/ethics](http://www.ala.org/tools/ethics)

Salary: $35,000 – 40,000 based on experience;
Benefits: Healthcare and Dental paid for a single user; participation in the Library’s matching 403(b) program with TIAA (vesting 33% a year for the first 3 years); paid life insurance and long-term disability coverage.

Paid-Time Off: after 90 days of Probationary Period
- Granted: 3 Personal Days and Vacation time at the current rate of 3 weeks (15 days) for the first 5 years, then 4 weeks thereafter; no carryover
- Accrued: 1 Sick Day per month worked; carryover up to 180 days

TO APPLY

Please submit a cover letter, resume, and 3 professional references to Lisa Clancy, at lclancy@mclinc.org or via mail at 4051 Joshua Road, Lafayette Hill, PA 19444. No calls please.

Position will remain open until filled.